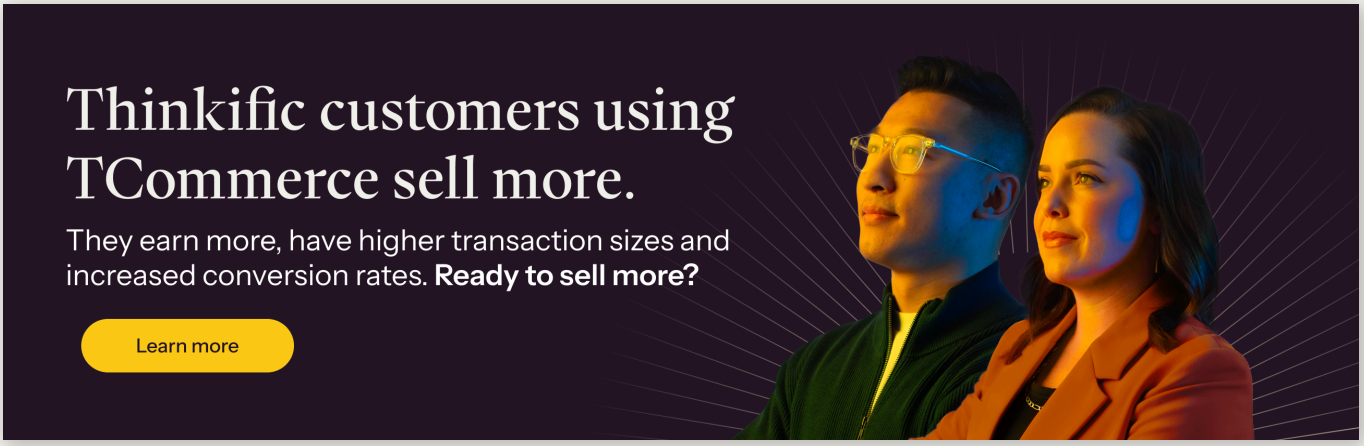
TCommerce: Transaction Report

View and manage all of your Thinkific Payment transactions from the Transaction Report. You can quickly find what you're looking for and take action in one dedicated place.


Thinkific customers using TCommerce sell more.
They earn more, have higher transaction sizes and increased conversion rates. Ready to sell more?
Learn more

The Transaction Report is only available for payments processed through **Thinkific Payments**. All Stripe and PayPal transactions are available on the **Orders Report**.

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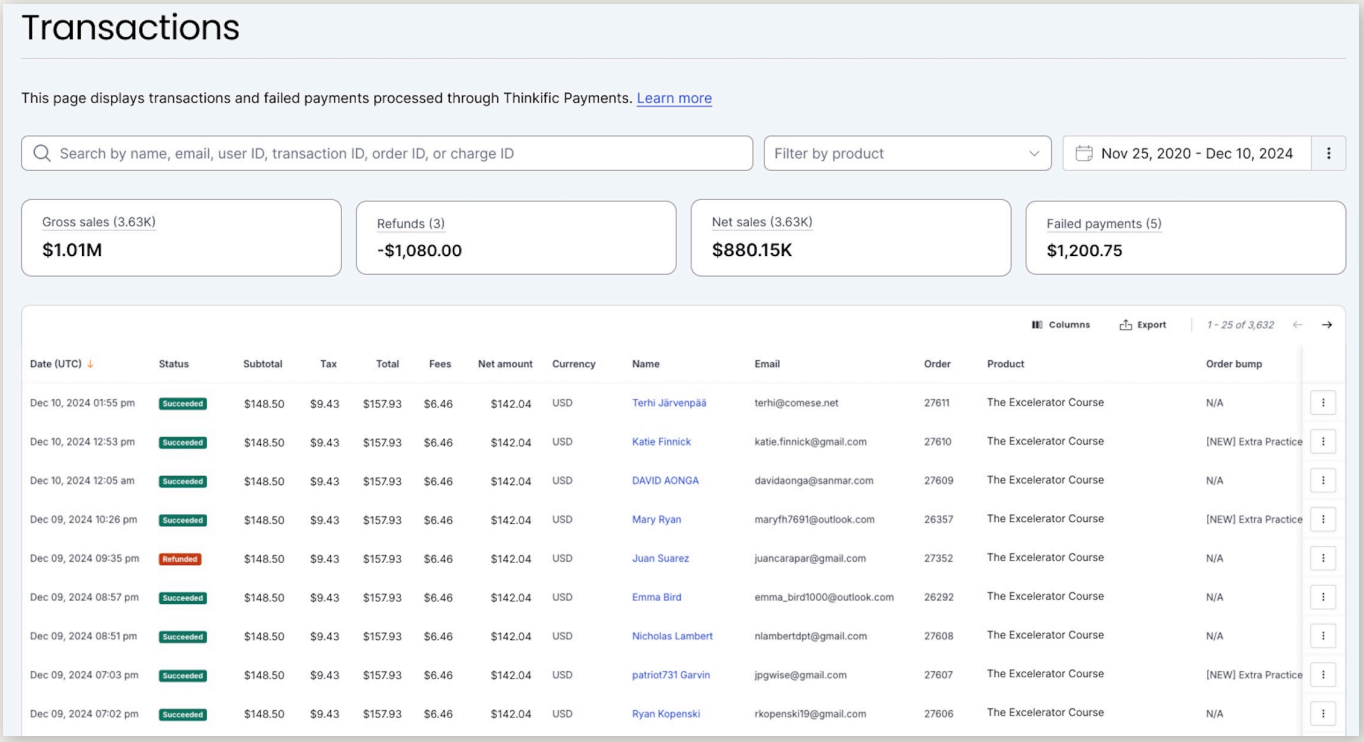
About This Feature

The TCommerce Transaction Report makes tracking successful payments, failed payments, refunds and chargebacks a breeze. It provides an easy way to view and manage **Thinkific Payments** transactions separate from the **Orders Report** and offers enriched data of students' purchases to help track your tax liability. You can quickly find what you're looking for and manage admin tasks like refunds from a single place.

The Transaction Report includes:

- Date filtering
- Prouct filtering
- Column customization
- Failed payments, refunds and chargebacks
- Detailed fee breakdown


Transactions
This page displays transactions and failed payments processed through Thinkific Payments. Learn more
Search by name, email, user ID, transaction ID, order ID, or charge ID
Filter by product
Nov 25, 2020 - Dec 10, 2024
Gross sales (3.63K)
$1.01M
Refunds (3)
-$1,080.00
Net sales (3.63K)
$880.15K
Failed payments (5)
$1,200.75
Columns
Export
1 - 25 of 3,632
Date (UTC) Status Subtotal Tax Total Fees Net amount Currency Name Email Order Product Order bump
Dec 10, 2024 01:55 pm Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD Terhi Järvenpää terhi@comese.net 27611 The Excelerator Course N/A
Dec 10, 2024 12:53 pm Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD Katie Finnick katie.finnick@gmail.com 27610 The Excelerator Course [NEW] Extra Practice
Dec 10, 2024 12:05 am Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD DAVID AONGA davidaonga@sanmar.com 27609 The Excelerator Course N/A
Dec 09, 2024 10:26 pm Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD Mary Ryan maryfh7691@outlook.com 26357 The Excelerator Course [NEW] Extra Practice
Dec 09, 2024 09:35 pm Refunded $148.50 $9.43 $157.93 $6.46 $142.04 USD Juan Suarez juancarapar@gmail.com 27352 The Excelerator Course N/A
Dec 09, 2024 08:57 pm Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD Emma Bird emma_bird1000@outlook.com 26292 The Excelerator Course N/A
Dec 09, 2024 08:51 pm Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD Nicholas Lambert nlambertdpt@gmail.com 27608 The Excelerator Course N/A
Dec 09, 2024 07:03 pm Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD patriot731 Garvin jpgwise@gmail.com 27607 The Excelerator Course [NEW] Extra Practice
Dec 09, 2024 07:02 pm Succeeded $148.50 $9.43 $157.93 $6.46 $142.04 USD Ryan Kopenski rkopenski19@gmail.com 27606 The Excelerator Course N/A

How It Works

The Transaction Report is available under the **Sales** menu of your Thinkific Admin Dashboard if you are using Thinkific Payments. The report provides a detailed breakdown of all **Thinkific Payments** transactions from Order Number to product type (one-time, payment plan, or subscription). It includes a search option and date picker for quick access to specific transactions based on these key transaction details.

You can also refund a transaction, view the receipt, view the student profile, view the order, and view the affiliate associated if applicable right from the Transactions table.

The Transaction Report provides accurate historical transaction data for all purchases made through Thinkific Payments. You'll see individual line items for all transactions including payment plans and subscriptions.

Important Considerations

- The Transactions Report is for **Thinkific Payments** transactions only. Refer to your **Orders Report** if you have Stripe or PayPal transaction history.
- Unlike the **Orders Report**, the Transaction Report does not display $0 purchases.
- Looking to export your Transaction Report data to QuickBooks? Check out our **Auto-Sync with QuickBooks functionality**!

How to View the Transaction Report

1. From your Admin Dashboard, select **Sales**
2. Select **Transactions**

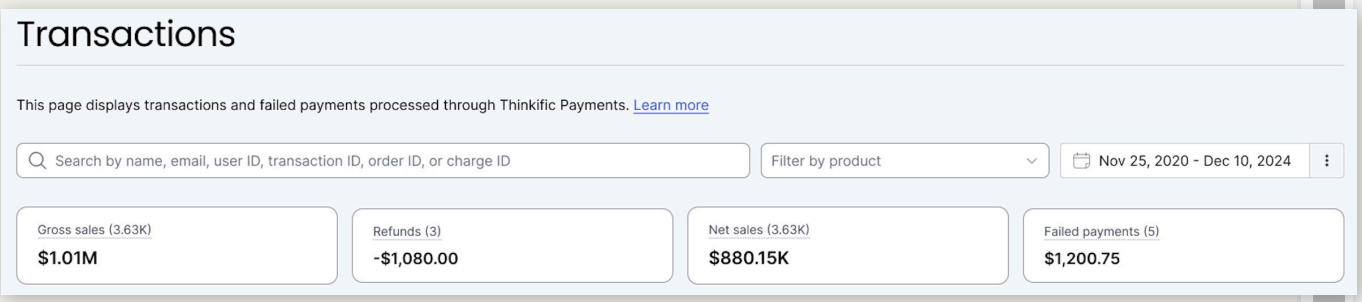
Here you will see all of your Thinkific Payments transactions displayed in reverse chronological order by default. Select the arrow icon beside a heading name to adjust the sorting order of your transactions.

The following details are available for every transaction in the Transaction table. You can use the **Columns** option to choose which fields are visible.

Field	Description
Date	Date the transaction took place
Status	Succeeded, Refunded, Partially refunded, Failed
Subtotal	Product price before tax
Tax	Tax collected
Total	Total transaction amount *Note: for transactions where VAT was calculated, Subtotal and Total will be the same, as VAT is price-inclusive. Learn more here: **TCommerce: Sales Tax and VAT Solution**.*
Fees	**Thinkific Payments transaction fees**
Net amount	Amount minus Fee
Currency	Buyer currency
Name	Customer name. *This will update in the report if updated in the **user profile**.*
Email	Customer email. *This will update in the report if updated in the **user profile**.*
Order	**Thinkific Order Number**. *Payment plans and subscriptions will have multiple transactions listed under the same Order Number.*
Product	Product name

Order bump	Product name included in your **Order bump**

Transaction Summaries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Net sales (3.63K)
$880.15K
Failed payments (5)
$1,200.75

Easily gain instant insights into your sales performance in real-time with transaction summary cards at the top of the Transactions table. These summary cards will dynamically display:

- **Gross Sales**: Total amount and count of successful sales.
- **Refunds**: Total amount and count of refunded transactions.
- **Net Sales**: Total earnings (sales minus refunded transactions, tax, and fees).
- **Failed Payments**: Total amount and count of failed transactions.

How to Export the Transaction Report

> Looking to export your Transaction Report data to QuickBooks? Check out our **Auto-Sync with QuickBooks functionality**!

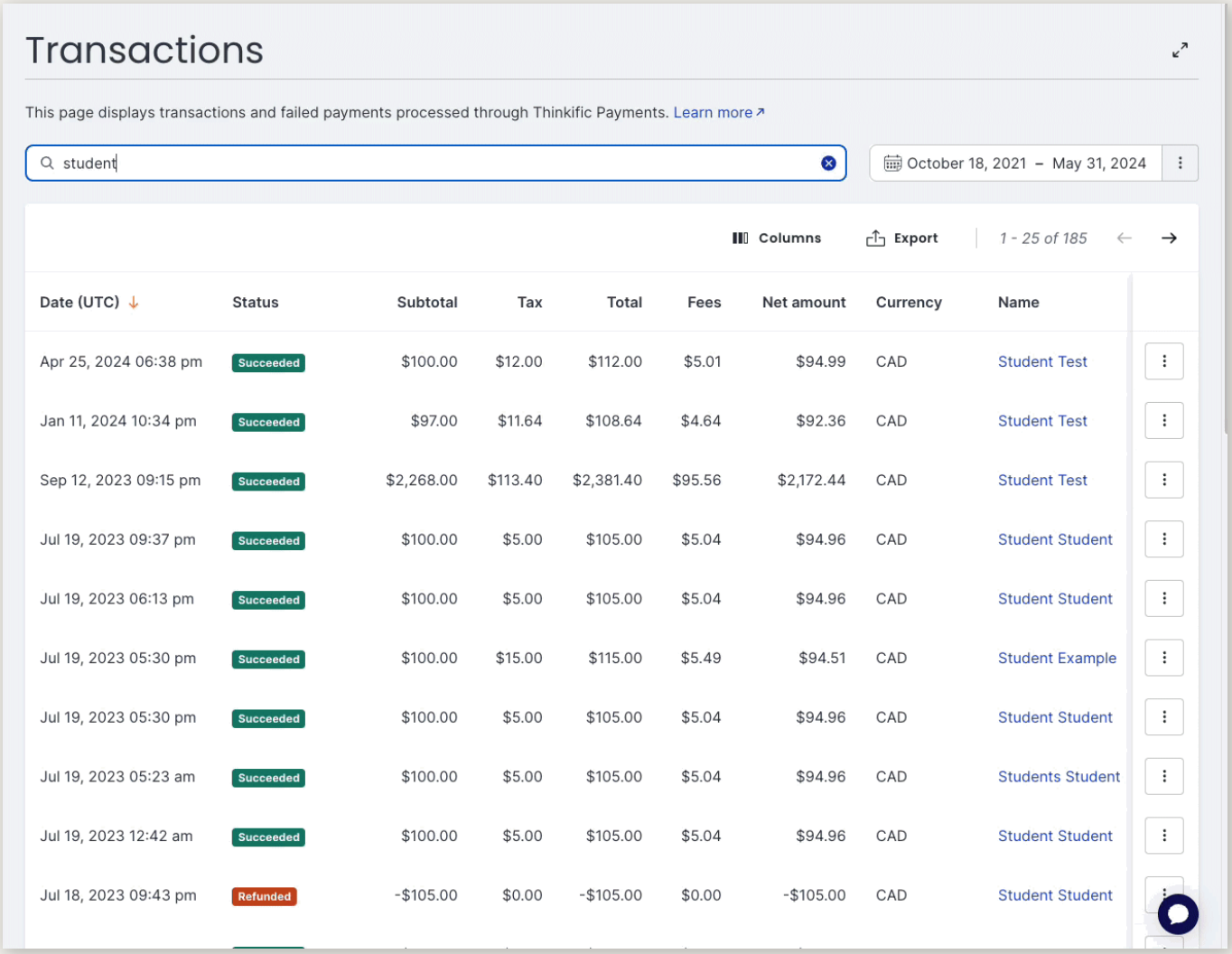
If you would like to export your data for your records or accounting purposes, you can do so by selecting the **Export** button. You will then receive an email containing a CSV file of your report. CSV (comma-separated values) is a universal file type that can be opened by any spreadsheet program, such as **Excel**, or **Google Sheets**.

If you have applied a date range or modified the visible columns on your orders table, these changes will apply to the export you run.

1. From your Admin Dashboard, select **Sales**
2. Select **Transactions**
3. *Optional:* Use the **Date Picker** to adjust the date range that will be exported
4. *Optional:* Use the **Column** menu to select or deselect visible columns that will be exported
5. Select **Export**

Transaction Details

Click on the transaction to open up a transaction details view where you can see information about the transaction, including student details, payment details, and the fee and tax breakdown.


Transactions
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student
October 18, 2021 – May 31, 2024
Columns
Export
1 - 25 of 185
Date (UTC) Status Subtotal Tax Total Fees Net amount Currency Name
Apr 25, 2024 06:38 pm Succeeded $100.00 $12.00 $112.00 $5.01 $94.99 CAD Student Test
Jan 11, 2024 10:34 pm Succeeded $97.00 $11.64 $108.64 $4.64 $92.36 CAD Student Test
Sep 12, 2023 09:15 pm Succeeded $2,268.00 $113.40 $2,381.40 $95.56 $2,172.44 CAD Student Test
Jul 19, 2023 09:37 pm Succeeded $100.00 $5.00 $105.00 $5.04 $94.96 CAD Student Student
Jul 19, 2023 06:13 pm Succeeded $100.00 $5.00 $105.00 $5.04 $94.96 CAD Student Student
Jul 19, 2023 05:30 pm Succeeded $100.00 $15.00 $115.00 $5.49 $94.51 CAD Student Example
Jul 19, 2023 05:30 pm Succeeded $100.00 $5.00 $105.00 $5.04 $94.96 CAD Student Student
Jul 19, 2023 05:23 am Succeeded $100.00 $5.00 $105.00 $5.04 $94.96 CAD Students Student
Jul 19, 2023 12:42 am Succeeded $100.00 $5.00 $105.00 $5.04 $94.96 CAD Student Student
Jul 18, 2023 09:43 pm Refunded -$105.00 $0.00 -$105.00 $0.00 -$105.00 CAD Student Student

Processing Refunds

Refunds for Thinkific Payment transactions can be processed directly from your Transactions page. See how to manage refunds here: **Thinkific Payments: Refunds**

Viewing Transaction Receipt

You can view the transaction receipt by following these steps:

1. From Admin Dashboard, select **Sales**
2. Select **Transactions**
3. Click on **the three dots** next to the transaction
4. Select the **View Receipt** option

Frequently Asked Questions

If my student's name or email is changed, how can I locate their previous transactions? +

Why do some Transactions have the same Order Number? +

What is the difference between the Transactions Report and Orders Report? +

Can I retry failed payments from the Transaction Report? +

Will gift transactions be visible in the Transaction Report? +

Will Group Order transactions be visible in the Transaction Report? +

Will invoicing transactions be visible in the Transaction Report? +

More About TCommerce

TCommerce: Powered by Thinkific Payments

Thinkific Payments

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